

Case Study



How we turned customer pain points into plus points

By globalouts

The Brief

A EU-based coffee company faced significant challenges in managing its growing customer service demands. The company struggled with long response times, inconsistent service quality, and high operational costs. To enhance customer satisfaction and operational efficiency, they sought the assistance of an offshore service provider.

*"We could never be happier, our chronic issue was gone - Head of CS
Moye Coffee."*



The Challenge

1. Long Response Times:
2. Inconsistent Service Quality:
3. High Operational Costs

The Process

Our Approach

Solutions offered by Gloabalouts.

1. 24/7 Customer Support: GlobalOuts set up a dedicated offshore customer support team that provided round-the-clock service.
2. The offshore team consisted of highly trained agents skilled in handling customer queries, returns, and complaints.
3. By leveraging offshore resources, the company significantly reduced its operational costs while maintaining high service quality.

Our Solution



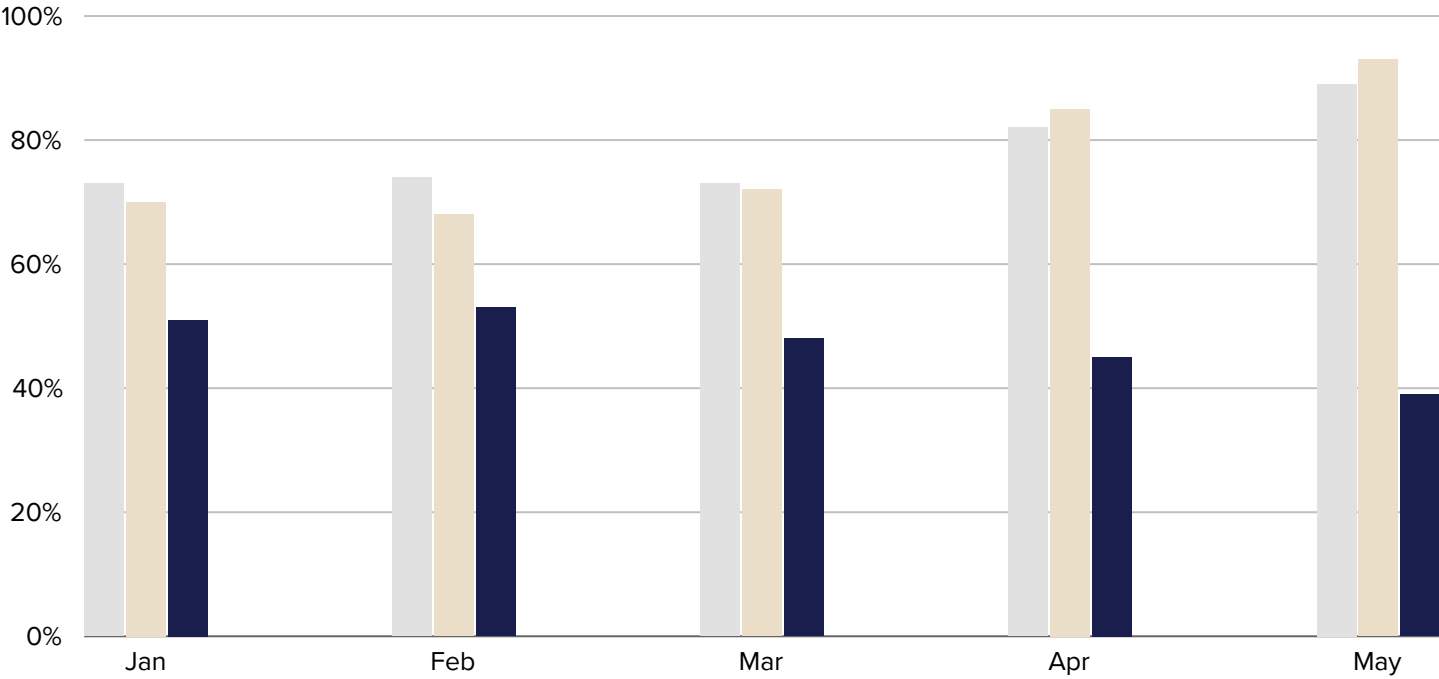
Show your solution through images or videos for more impact.

Then, describe how it addressed your client's goals.

<i>Goal</i>	<i>Solution</i>	<i>Impact</i>
Quick Response	24/7 Customer Support	Response times decreased 50%
Best Service Quality	Skilled Workforce	40% improved service quality
Cost Reduction	Cost Efficiency	Saved 15% on operational costs

The Results

Use this section to summarize the outcome of the project. Clearly show your direct impact on the client's business goals. Here, the numbers count! So include quantitative as well as qualitative data when you can.



Charts and graphs help to present data with ease and clarity.

Reach Out

Let readers know how to contact you for more information. Your case study may have convinced them to reach out for a consultation regarding a similar case!

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